

4.1 INTRODUCTION

The goal of the public reporting program is to promote, publicize, and facilitate public reporting of illicit discharges and illicit disposal incidents. Each Permittee's program must meet the requirements of the Los Angeles County municipal stormwater permit (Permit), as shown in Table 4-1.

Table 4-1 Permit Requirements - Public Reporting		
Report Section	Requirement	Permit Section
4.2.1	Implement a system to receive incoming complaints.	4.B.1.b

Guidance for conducting all public reporting activities is included in Appendix K.

The baseline objective of the program is:

- A program will be implemented to receive incoming calls from the public regarding potential illicit discharges and illicit disposal practices, communicate and coordinate a response, follow up with the complainant, and maintain documentation.

4.2 PROGRAM IMPLEMENTATION ELEMENTS

4.2.1 Receiving Incoming Calls

Procedures will be implemented to receive incoming reports of illicit discharge/disposal incidents. The procedures include:

- If desired, use the countywide 888-CLEAN-LA hotline reporting system maintained by LACDPW.
- If the LACDPW system is not used, establish and maintain a local hotline reporting system.
- Receive calls and collect relevant information about the discharge/disposal.
- Promote and publicize the appropriate hotline number to the public.

4.2.2 Communications and Coordination

Procedures will be implemented to communicate with and coordinate activities between Permittees to promptly investigate reports of illicit discharge/disposal. The procedures include:

- Determine jurisdiction of the reported illicit discharge/disposal incident.
- If within Permittee's jurisdiction, dispatch appropriate personnel to perform material investigation and cleanup, in accordance with procedures described in Section 2, Illicit Discharge Elimination.
- If incident is under another jurisdiction, call and/or fax known information about the discharge/disposal to the appropriate agency.
- If the call was received through the LACDPW Hotline, notify the LACDPW dispatcher upon incident closure.

4.2.3 Follow up with Complainant

Procedures will be implemented to notify the complainant of any action taken, if appropriate. The elements are:

- Determine which reports of illicit discharge/disposal were received from individuals who gave a name and address or phone number.
- Periodically notify the individual of the status of the incident, including a final notification upon incident closure.

4.2.4 Record Keeping and Documentation

As discussed in Section 2, Illicit Discharge Elimination, a standardized record keeping system will be implemented to document illicit discharges detected within the local jurisdiction. Staff involved with receiving public reports of illicit discharge/disposal will forward all necessary information to a designated individual/department for incorporation into illicit discharge records.